

Understanding household goods delays

HEIDELBERG, Germany – Installation Management Command-Europe is experiencing the highest household goods demand surge in more than a decade. The increased demand, coupled with a shortage of moving companies, is causing many originally requested pick-up dates in June and July to be rescheduled on a date later than requested.

The IMCOM-Europe Logistics Division Transportation Office is asking customers to consider the following:

- Do not make any financial commitments based upon your requested pick-up date. Wait until you receive a pick-up confirmation from the local garrison representative. Be aware that when you request a pick-up date, it is still tentative until it is confirmed by the contractor. Due to this year's contractor capacity shortfalls, local transportation offices are having difficulties informing customers in a timely manner. Continue to maintain close contact with your local transportation office regarding the status of your move.
- Try to remain flexible with the alternate household goods pick-up dates that you are offered. In a normal PCS season, you would usually get the pick-up date that you wanted; that is not possible this summer.
- Look out for your fellow Army Families. If you want to report early to your next duty station, you may be asked to defer your pick-up until a later date to make room for a Family that must leave earlier. Consider this request carefully unless you have a compelling reason to report to your next duty station early.
- Ensure that you have a confirmed household goods pick-up date before you make other plans. Do not book your airplane tickets to your next duty station. Hold off making your vacation plans until you know when your goods will be picked up. Remember, you almost certainly will not get the pick-up date that you were expecting – that might force you to change your travel plans.
- Be prepared to wait a little longer for your goods to be delivered once you arrive at your next duty station. It is projected that this summer's challenges and effects will be experienced worldwide.
- Mid-July to August dates are less congested. If possible, please coordinate to stay in Germany longer and enjoy your extra time abroad.



The highest household goods demand surge in Europe in more than a decade is causing many originally requested pick-up dates in June and July to be rescheduled on a date later than requested.

*For more information,
contact your local
transportation office.*